

Craft Fridkin & Rhyne, L.L.C.

ATTORNEYS AT LAW

1100 ONE MAIN PLAZA
4435 MAIN STREET
KANSAS CITY, MISSOURI 64111
(816) 531-1700
TELECOPIER (816) 753-3222
(816) 753-1168

E-Mail: rsmith@cfrlaw.com

308 E. HIGH STREET, STE. 303
JEFFERSON CITY, MISSOURI 65101
(573) 636-8578
TELECOPIER (573) 636-8579

FED ID #43-1447920

(PLEASE REPLY TO KANSAS CITY OFFICE)

DOCKET FILE COPY ORIGINAL

October 1, 1999

J RICHARD SMITH
Admitted in Kansas and Missouri
VIA FACSIMILE: 202-418-0307

Magalie Roman Salas, Commission Secretary
Federal Communications Commission
445 12th Street, S.W.
TW B204
Washington, D.C. 20554

RECEIVED
OCT 04 1999
FCC MAIL ROOM

RE: Qwest Communications International, Inc. and US West, Inc. Seek FCC
Consent for a Proposed Transfer of Control
Common Carrier Bureau Docket No. 99-272
Comments of Black Hills FiberCom

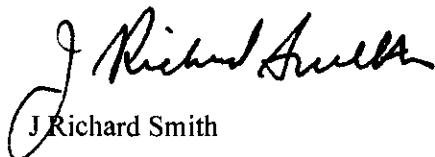
Dear Ms. Salas:

Black Hills FiberCom is a new telecommunications company attempting to provide service in the Black Hills area of South Dakota, which is served by US West. On September 21, 1999, Black Hills FiberCom filed an informal complaint with the FCC against US West. A copy of that complaint is attached. The substance of the complaint is that US West has used an overly restrictive and technical interpretation of the requirements of the interconnection agreement between the two parties to unreasonably delay the provision of facilities to Black Hills FiberCom, thus unreasonably, unlawfully and anti-competitively deny Black Hills FiberCom access to the local network in derogation of its duty under the law.

Black Hills FiberCom asks that the allegations of its complaint be taken into account in the pending application and that the proposed transfers of control be withheld until US West has satisfactorily satisfied Black Hills FiberCom's complaint.

Respectfully submitted on behalf of Black Hills FiberCom by

CRAFT FRIDKIN & RHYNE, L.L.C.


J Richard Smith

JRS:lm
Enclosures

No. of Copies rec'd 0
List ABCDE

Craft Fridkin & Rhyne, L.L.C.

Magalie Roman Salas, Commission Secretary

October 1, 1999

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cc: Janice Myles
Policy and Program Planning Division
Common Carrier Bureau

International Transcription Service, Inc.

Mr. Ron Schaible
Black Hills FiberCom

Alex Duarte, Sr., Esq.
US West

Craft Fridkin & Rhyne, L.L.C.

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FILE

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FED ID #43-1447920

(PLEASE REPLY TO KANSAS CITY OFFICE)

September 21, 1999

FEDERAL EXPRESS

Mr. Larry Strickling, Chief
Common Carrier Bureau
Federal Communications Commission
5th Floor
445 12th Street S.W.
Washington, D.C. 20554

RECEIVED
OCT 04 1999
FCC MAIL ROOM

Informal Complaint Against U. S. West Communications, Inc. (South Dakota) -- Request
for Expedited Treatment

Dear Mr. Strickling:

We are writing at the request of and on behalf of Black Hills FiberCom which is seeking to provide telecommunications services to business and residential customers in the northern Black Hills communities of Rapid City, Sturgis, Spearfish, Belle Fourche, Deadwood and Lead, South Dakota, in competition with U. S. West. Black Hills FiberCom offers local and long distance telephone service, expanded cable television, high speed Internet access and high speed data and video transfer over a state of the art fiber optic communications network. Its Section 214 Application was filed on June 20, 1999.

As of today, Black Hills FiberCom has 17 customers who have applied for service with hundreds more who have expressed a desire for service. As you know, the law requires U. S. West to allow companies such as Black Hills FiberCom access to its network. Black Hills FiberCom has entered into an interconnection agreement with U. S. West to do so.

In accordance with that agreement, after a preliminary conference on June 9th, Black Hills FiberCom notified U. S. West of the facilities it would be needing. (See June 15th letter attached.) Company representatives have been in constant communication with U. S. West since July 30th in attempting to meet the demands of U. S. West and have, to the very best of its ability, complied with the requirements of the interconnection agreement. (See chronology attached.) However, contrary to public policy and the requirements of the Federal Communications Act, U. S. West has used an overly restrictive and technical interpretation of the requirements of the interconnection agreement to unreasonably delay the provision of the requested facilities.

Craft Fridkin & Rhyne, L.L.C.

Mr. Larry Strickling
September 21, 1999
Page 2

Finally, on September 17, Black Hills FiberCom was advised that U. S. West could not accommodate its order without updating its Rapid City switch, that U. S. West was in the process of deciding whether or not it would to spend the money to do so and it could be a year before that decision was made! (See Chronology p. 13). Such a delay would effectively completely bar Black Hills FiberCom from entry into the market.

U. S. West's conduct in this matter is completely and totally unacceptable and constitutes an unreasonable, unlawful anti-competitive impediment to Black Hills FiberCom's access to the network. U. S. West should be ordered to take whatever steps are required to provide the facilities immediately.

I request this complaint be placed on the FCC's Rocket Docket and given immediate attention. Mr. Ron Schaible, General Manager of Black Hills FiberCom, stands ready to answer questions or provide any further information you may require by way of written material or orally. He may be reached at (605) 348-1701. His address is c/o Black Hills FiberCom, 809 Deadwood Avenue, Rapid City, South Dakota 67702

Yours very truly,

CRAFT FRIDKIN & RHYNE, L.L.C.


J Richard Smith

JRS/dh

cc: Alex Duarte, Sr. Attorney, via Federal Express
U. S. West
1801 California, Suite 5100
Denver, Colorado 80202



Black Hills FiberCom

No One Else Has Our Connections.

www.blackhillsfiber.com

809 Deadwood Ave Rapid City, SD 57702 Ph. 605-348-1701 Fax 605-342-1693

June 15, 1999

Dave Chaplin
US WEST

Dear Dave:

Black Hills FiberCom, L.L.C. (BHFC) will subscribe to four (4) NXXs and list those four (4) NXXs in the LERG, one for each of the four (4) rate centers that US WEST currently has in our market area. The four (4) rate centers are: Rapid City, Sturgis, Belle Fourche, and Spearfish/Deadwood/Lead/Whitewood. The association of a specific NXX to a specific rate center will allow call handling between our companies to be free of charge within each of these US WEST total areas and apply access rates when crossing the US WEST toll area. BHFC will pay US WEST the tariff access rate for calls originated by BHFC customers and terminated in another US WEST toll area. BHFC will file an Access Tariff and apply its tariffed Access Rate to these same toll areas so that US WEST will pay BHFC its Access Rate when a US WEST customer originates a call in one area and terminates the call to a BHFC customer in another US WEST toll area.

I believe this simple fix will eliminate any technical complications with E911 and/or local number portability within these calling areas. Although we recognize that there are many originating/terminating call scenarios between the four (4) toll areas. We believe the allocation of an NXX per toll area will clarify the understanding of how each of these particular call originating or terminating scenarios will be handled in the future. If you have any additional questions please feel free to call me at any time. I look forward to working with you in the implementation of our interconnection.

Sincerely,

Ron Schaible
Vice President & General Manager

RS/tjl

No One Else Has Our Connections

US WEST COMMUNICATIONS
ON ASR FORMS FOR PHASE II TRUNKING

July 30, 1999
Morning

Attending: Linette Zabolotny Tricia Perez

Input was started on the first orders, which were Intra/Inter/800. Our first initial changes were made that Afternoon with Tricia from US WEST stating she would help in any way she could.

I was advised by Tricia from US West to add Refnums to verify what slots were to be used and also any specific instructions. I was also advised to change the CIC code to the local code of 9119 which is used for any local trunking instead of the 6866 which is used on any long-distance trunking. We were only aware of the 6866 CIC code. I also attempted to put in an 11-character CLLI code for the SECLOC and the system would only accept an 8-character CLLI. Verbal changes were made with Tricia to correct this situation.

July 30, 1999
Afternoon

Attending: Bruce Rook Tricia Perez
Linette Zabolotny

Bruce and I entered the remaining orders for trunking. Various changes had to be made on these orders also. I added REFNUMs to these orders and was told by Tricia that the orders were fine. Later I received another call and was advised by Tricia to remove the REFNUMs, she had not noticed exactly what we had wanted to do with these orders so they had to be revised again and after they were revised Tricia said they looked fine. We were then told our orders looked clean and as soon as they were all reviewed they would be worked for FOC dates.

August 2, 1999

Attending: Linette Zabolotny Tricia Perez

On Monday I was instructed by Tricia to again fix my SECLOC on the PONs we had talked about on July 30. I was also informed that only 8 characters of my 11-character CLLI code had transmitted. (This supposedly had been taken care of verbally on Friday with Tricia.) I was also informed that the first transmission had not gone through and the order was cancelled because a 1 had been entered into the SUP field rather than a 4 to administer a change to the PON. I redid the form and submitted it. According to Tricia at that time there were no other problems that could be found.

August 11, 1999

2:00 p.m.

Attending: Ron Johnson
John Burch
Bruce Rook
Linette Zabolotny
Jim Feehan
Donna Heiden

Dave Chaplain
Brenda Lewis
Roberta Johnson
Tricia Perez

Brenda: Orders are considered as a project. The center needs all of the orders to put together before dues dates can be established. Provide a spreadsheet to Roberta with the PONs.

John: There is a problem with the ASRs. We are trying to get training.

Brenda: Call the 800 number at the center with any problems. If it is a hi-cap order call the hi-cap group. The T1 for 911 is a hi-cap, take to the 8 character CLLI. If you need to rearrange facilities, request a muxed T1 with the remarks: "need diversity from the facility where the other trunk is. It will take 10 business day after the new facility is completed and when we can complete the order for the trunk itself.

Send the DLR information on the trunk to Brenda.

For 911 you will need to issue an order for a muxed T1.

Your orders are okay only when FOC.

Regarding LIS trunk groups:

You will need four separate trunk groups with NPA/NXX calling area to send local traffic to that particular office. Continue routing toll, i.e. no Sturgis over the Rapid City group.

Pass over designated group, i.e. for each area. Issue an ASR for LIS with Sturgis NPA/NXX with remarks "Sturgis local calling area".

You will need five LIS trunk groups between the two switches if we add new reserved NPA/NXX.

US West will pass only local traffic over the groups, i.e. Sturgis to Sturgis, Spearfish to Spearfish, etc.

I still need diagrams for each of your areas, I only have the Rapid City area. I also need separate trunking for each area.

US West will translate only the NPA/NXX to that local calling center. Sturgis on the Sturgis LIS group, etc.

August 12, 1999
11:30 a.m.

Attending: Linette Zabolotny
Donna Heiden

Called Tricia to go over the orders. There was no answer so I left a voice mail to have her return my call.

August 12, 1999
1:05 p.m.

Attending: Linette Zabolotny Tricia Perez

Tricia returned my phone call from 11:30 a.m. and informed me that I needed to make changes on the operator services orders again. Tricia suggested I call Bill West to get advise on how to remove the REFNUMs and to get a few more ideas to clear up our orders.

I was told the SS7 order needed to be cancelled and reissued, the REQTYP should have been an "LD" and since this field was incorrect the whole order had to be cancelled and reissued. I was told to use the ASOG, that I could get the correct information from it. (Which we were using all along.) Tricia also said the NC code should be YNS- and the NCI Code should be 04DS9.15 for the T1. I was also asked if I was sure we wanted to issue a DISCONNECT on our Operator Services? I told Tricia I would check and verify.

1:15 p.m.

Attending: Linette Zabolotny Bill West

I was advised by Bill West to remove the REFNUMs and delete each one. The RPON was not needed if there was a PROJECT listed and since we had a Project we did not need the RPON, so we could delete this. I was also told the slot number was wrong and the CSPS and the TCICs needed to be removed, as they were not needed. Tricia had earlier told me to add these fields. Once again I took them out and left them blank as I had originally done.

August 16, 1999
9:33 a.m.

Attending: Bruce Rook Carla

Carla called me and said there were some errors on the LIS ASR PON 1990804301 that was keyed on August 4, 1999. Carla said the TQ field does not need to be populated, so we (Linette and Bruce) went into Telis (this is the system used for keying ASR orders to US West) and tried to take the TQ field out, but Telis required this field be populated. The final order PON 19990726301 has the TQ field populated with DY. Carla stated that the NCI code on PON 1990804301 needed to be BACS as it was on the Phase 1 order. I pulled the Phase 1 order PON 9904190001 and the NCI code is HCGD not BACS as Carla

stated it was, the final order has the NCI code as HCGD. Carla said the NCI code needed to be 04DS6.44. Carla said the remarks field needed to be populated with remarks similar to what the Phase 1 order stated. The remarks field on the final Phase 2 order PON 19990726301 LIS Trunking NXX 721 is nothing like the remarks in the Phase 1 order. Carla said the SECLOC is an STP CLLI code and that ours was wrong because we had it going to an end office.

August 19, 1999
8:45 a.m.

Attending: Linette Zabolotny

This call was initiated by US WEST—They called me first thing on Monday morning about 8:30 a.m. At 8:45 a.m. I called in everyone listed below from BHFC. I was told on my Operator Services, PON 19990804201 for 12 new Operator Services, that I had no RPON number, which I was told previously by Bill West on August 11, 1999 to remove because it wasn't needed. I was told that on PON 19990818201 that I needed to send a disconnect related to an RPON and add in remarks, "DO NOT DISCONNECT UNTIL NEW GROUP IS IN EFFECT". (I had also been told by Bill West not to use the remarks field, they should know what we want by the codes and fields populated.) At this point we had also ordered 'Busy Line Verify' and 'Directory Assistance' as directed by Jeanne Vickery.

| | | |
|------------|-------------------|--------------|
| Attending: | John Burch | Brenda Lewis |
| | Linette Zabolotny | Tricia |
| | Bruce Rook | Carla |
| | Harold McDonnell | Dixie |
| | Donna Heiden | |

Brenda: We are still having trouble on the orders.

John: Busy Line Verify, no test. Another person who told these nice people to order is no longer here. I never intended to have the Busy Line Verify ordered.

Brenda: Let's talk about what we have, what needs to be cleaned up. PON 19990804201 for 12 new operator services from the COLLO was ordered as DF without RPON.

Tricia: Worked as okay.

John: We had 3 operator trunks on wire and wanted to build 12 new. An order left here to build 12 new and a disconnect order should have left here.

Tricia: It did.

John: Trunks need to be disconnected. The wire entrance facility needs to be disconnected. I'm leaving it to Brenda Lewis to help with the orders.

Brenda: No.

John: I caught hell for using the term rearrange so I don't want to use that word.

Brenda: Need disconnect on the existing 3 on the entrance facility.

John: We aren't reusing anything.

Brenda: Need to disconnect 3 operator trunks.

Tricia: Is that all they want to say?

John: How about disconnect 3 operator trunks?

Tricia: When do you want to disconnect?

Brenda: Disconnect 24 hours after the new group is installed.

Tricia: The remark section is to tell anyone looking at the ASR what is going on.

Brenda: Tell them exactly what they need to put.

John: Brenda, what are the switching issues?

Brenda: I can't tell you that.

John: I'm concerned about having two groups on at the same time. I'm not comfortable telling Sioux Falls what to do. It's should be safe to connect one day after the other is complete.

Brenda: I can't guide you. If you want them one week, two weeks, whatever. You will be billed. In the remarks you can say, "Establish disconnect 24 hours after completion of PON _____."

Send new PON. Cancel PON 19990726205 because it has the wrong RECTYP.

John: I want to move the link to SF.

Carla: Cancel and start over.

Tricia: PON 19990812301, we are canceling.

John: Okay

Tricia: Order the new link to SF and disconnect link to SF—correct?

John: What is the easiest way to get the link to the new facilities?

Tricia: Disconnect.

Brenda: Note in the remarks section on the disconnect, "Move the existing A link on (TSC) to the new facility ordered to COLLO on PON _____."

John: Does everyone agree to the remarks on the disconnect order?

(No answer to this question.)

Brenda: Does anyone have any other suggestions.

John: Brenda, what do I want to order?

Brenda: Order the links

John: I'm ordering one new A link.

Brenda: Just moving 1.

John: Brenda, what kind of order?

Brenda: Add and disconnect. In the remarks put "Move existing A link on AL_____ from facility disconnect on PON _____".

Does Tricia or Roberta have any objections?

Tricia: Agree

Roberta: Agree

Brenda: Change the NC/NCI code to 04DS6.44

Tricia: NC code will stay the same.

Brenda: Will email CCS pre-order info to John for the new link.

Tricia: Toll orders look good.

John: Let's focus on the toll orders a minute.

You have an order to establish one large trunk group--which will not take place. You will have 5 orders to create a batch of trunks. The order for 432 trunks will be scaled down. Will still be PH usage and will arrange to little 48 trunk groups.

LIS 721 will stay PH and overflow.

720, 722, 723 will be DF for now, no alternate routing.

Rearrange one E911 trunk off the old copper entrance facility to the new fiber facility at the COLLO and then to Sioux Falls.

Brenda: Order a muxed T1 to terminate at the COLLO for E911 and make diverse from the other entrance facility.

Tricia: We still need 4 additional LIS orders, a disconnect on the operator group and a disconnect and new on the links.

The following five PONs need to be cancelled:

PON 19990818201
PON 19990726205
PON 19990726204
PON 19990812301
PON 19990818001

August 19, 1999

2:39 p.m.

Attending: Bruce Rook Carla
 Linette Zabolotny Dixie

Carla said PON 1990804301 needed to be changed to an alternate final. Carla said that the ACTL needed to be RPCYSD011MD the ACTL on the final order PON 19990726301 is RPCYSDCOHG1. Carla said that the NC code should be SDUR. We did not do any SUPS to this PON because we showed no errors.

August 20, 1999

11:10 a.m.

Attending: Lynette Zabolotny Cheryl
 Donna Heiden

Cheryl: You need to call your account team or you can call Luanne Brickei at 515-2865-6059.

Linette: Thanks.

August 20, 1999

11:15 a.m.

Attending: Linette Zabolotny Luanne Brickei
 Donna Heiden

Luanne: Are you issuing with trunks or just a muxed T1?

Linette: A muxed T1

Luanne: I don't think you need an LTP. Let me grab a book, hold on.
 No, you don't need an LTP.
 The PLU should be zero.

Linette: Should the LUP be 100?

Luanne: Nothing goes in that field. The LUP should be zero. Check your SECLOC.

Linette: The system requires LTP.

Luanne: Are you populating the BAN?

Linette: I have an E

Luanne: What is the Request Type?

Linette: MD

Luanne: That could be your problem. No, put the request type as SD. Use MD only if it's a total message.

You show an NC type of HC-D. Where did you get that?

Linette: Off the T3.

Luanne: Are you giving us a CFA? You don't need to do 15 if you have a CFA.

August 20, 1999

1:00 p.m.

| | | |
|------------|-------------------|--------------|
| Attending: | John Burch | Brenda Lewis |
| | Jim Feehan | Dixie |
| | Linette Zabolotny | Carla |
| | Bruce Rook | |
| | Harold McDonnell | |

We were told we needed to redo PON 19990804301 to be an alternate final LIS trunk from copper to fiber. We were also told that the SUPS had not been done but that on PON 19990804301 they received the SUP and it looked fine now (according to Dixie). (We hadn't made any changes at all to PON 19990804301.)

The next PON on the list was PON 19990819304, NXX 720. We needed to change the AFO field on the ASR to a 'Y' and in the remarks section we were to put "city of Sturgis" so they would know where the NXX's are related. We were also told that the QACI on the trunking page needed to be 2, that we need to add REFNUMs and that the TTT needs to be OT-TT. We should know that we need the CSPC codes and also the TCIC on all REFNUM orders. They NCI should read HCGD and the SECLOC needed to be RPCYSDCODS1 and the LTP should read EA. On PON 19990819302 the LTP should read EA31 and in the remarks section we should show the town for the NXX. We were also told the AFO field should be a Y, we needed to add the CSPC and TCIC, the NCI code should read HCGD and we also need to change the SECLOC RPCYSDCODS1.

On PON 19990819305 we were told the AFO should be "Y" and in the remarks section we need to show the NXX city. We also needed to make the same changes to the TTT and QACI fields as indicated on PON 19990819304.

On PON 19990819303 we were told the LTP should be EA, the AFO should be a Y and the remarks field should specify the city for the NXX. We were also told to check the QACI and verify the CFA.

On PON 19990726301 we were told the AFO needed to be a Y, the LTP needed to be EA and the remarks section needed to show the city referred to.

On PON 19990819306 we were told the same changes needed to be made that were needed on PON 19990726301. We were also told the SECLOC needed to be SXFLSDCO00W for the SS7 and also that the LT and SLC needed to be populated as well as the TCIC and CSPC.

On PON 19990819202 the CFA should read 101/T1/18-20/PCYSD01WAA/SXFLSDCODC0 and the PLU should be 100.

We transmitted the above PONs as soon as we made the requested changes.

August 23, 1999

8:10 a.m.

| | | |
|------------|-------------------|--------------|
| Attending: | John Burch | Brenda Lewis |
| | Bruce Rook | Roberta |
| | Linette Zabolotny | Dixie |
| | Donna Heiden | Tricia |

Dixie: We still need to have PON 1990819306 cancelled.
On PON 19990726301 we received the SUP but are still missing the TQ pages. The TCIC codes of 1-48 are busy on another group. Also, change to AF. The REFNUM has 8-character CLLI code rather than the 11-character CLLI code. Also shows TS and it should be T3.

On PON 19990819304 you reused the same CFA. The TCICs 149 to 212 are busy on another PON. SECLOC PCYSDCPDS1

On PON 19990819305 the SECLOC needs to be changed and change the slots on the TCIC.

On PON 19990819302 the TCIC needs to be changed, it's already in use. The NC code was entered as HGCD and should be HCGD.

Cannot have duplicates of the TCICs, they need to be different.

Tricia: On PON 19990819303 the TCICs are duplicated, the NC code should be HCGD, the CFA was been duplicated and the slot numbers of the REFNUM needs to be changed.

August 24, 1999

1:45 p.m.

Attending: Linette Zabolotny

Brenda Lewis

Carla

Tricia

Bill West

I called to talk to Brenda Lewis, who conferenced in Carla and Tricia. Bill West was also conferenced in after a short interval. Changes that were made on our side were not showing up on their side and they were requesting changes be made that had been already made and showed on our screens as having been made. Bill pulled up my screen and looked at the same fields and screens that I was looking at and verified that I had in fact already made the changes Brenda was requesting. The TCICs were still off and Brenda explained to me the slot numbers could be used over but the TCIC's had to coincide with previous orders. I had the Service Center and Brenda talk and walk me through each of the screens and Bill West observed the changes. I was asked to populate the FACTL field and the system would not allow me to do so. So they had me populate the CFA field and also the NC1 field and the system still would not take it. So I told them I would put it in the Remarks section so they could at least see it and they could go by that since the system would not let me populated the requested fields. The PON was sent across and they waited and when it was received Bill verified that it looked good.

Next we moved on to PON 19990819307 and started to make the necessary changes. I was told the NC code needed to be changed to YNS- and the LTP was to be left blank (which it was) but in the remarks we were suppose to list as LTP as EA 31. Which we had previously done. The email from Brenda came back stating that the LTP needed to be blank and the Remarks needed to read RA31. So I pulled out the ASOG because I couldn't remember where an "R" rating would come from--it did not sound correct to me. The ASOG had no ratings past an N. I brought this to their attention and Bill pulled out the ASOG and verified that I was correct and said there was no way we would know that as it was not listed anywhere. Brenda said they had gotten that from one of the other planners or someone within US West. Tricia questioned her as where she had gotten this information because all our other PONs had an EA in the LTP field. Brenda said she was told it was to be that way so that was how it was suppose to be. We changed the SECLOC to reflect Sioux Falls and the order was transferred over. At this point Bill and the Service Center had to leave to take another call. I told them I would fix the TCIC's and transferred them to US West before I left for the night.

August 25, 1999

8:00 a.m.

Attending: Linette Zabolotny

Carla

Carla called with one change, the ACTL needed to be changed and all others appeared to be fine.

August 25, 1999

2:00 p.m.

Attending: Linette Zabolotny
Donna Heiden
Bruce Rook
Jim Feehan
John Burch

Dave Chapline

We were not able to conference until 2:10 p.m. Jim had a meeting with Hartford Insurance regarding our property insurance. We called into the conference line and we were the first ones on the line. We waited five minutes and tried again and were still the first ones on the line. At that point Jim went to get Dave's direct number and called him. Jim apologized to Dave for being late to the conference call and explained he was in a meeting with Hartford that ran long. Dave was put out from the beginning of the call. Jim told him he had just a couple of items we could address and move on.

- 1st item – John Burch had attempted to send an e-mail to Brenda Lewis and Dave. The e-mail had failed due to a host problem. Dave said there couldn't be a problem because he had received other e-mails. Jim read the error message to Dave but Dave did not appear concerned. Jim told him they would fax the e-mail information to Brenda so the order would not go in "HOLD" status as Brenda had indicated.
- 2nd item – Jim asked if Dave could send a note that would state what Brenda had said about the F.O.C.'s earlier in the day. Dave replied "No." He would not commit to anything in writing. Jim stated that he could qualify it and he stated "NO" again.

Dave then started in on our relationship. He stated that we were difficult. He said that US West was bending over backwards to help us, that a typical FOC took 2 to 3 weeks to complete and get out. Dave also said that we (BHFC) needed a NEW ATTITUDE. Dave said that US WEST had problems with GLA, then it had gotten better with Jeanne, now it was bad again.

Jim responded that we were just trying to keep things moving and get it right, and didn't want to keep doing things over and over. Dave responded that he could state many examples of us doing things incorrectly. Dave proceeded to go off on other items. Jim stated that Dave needed to remember 'who the customer was'. Dave again went off stating he was our advocate and we needed a NEW ATTITUDE.

Jim stated that he would send the e-mail of his understanding of that morning's conversation.

Dave said that Jim better get it right, he had notes.

Jim replied that Dave could save them both a lot of time if he would send the note. Dave said he would not, "that's the way the game is played."

Jim said that was fine and he would send the note. That was the end of the conversation.

August 25, 1999

3:15 p.m.

Attending: Donna Heiden Linette Zabolotny Rose Adams

Rose Adams with US WEST called to notify us that our PON 19990820911 for our muxed T1's were going into a "Held" status

September 9, 1999

Attending: Harold McDonnell Dave Chapline
Bruce Rook Roberta
Linette Zabolotny Brenda Lewis
Donna Heiden

Per Brenda Lewis we need to cancel PON 19990820911 because it doesn't go to Sioux Falls. Brenda wanted to know why we ordered it to go to the Rapid City COLLO. We told Brenda that Rose Adams with US West Hicap group had advised us to change the location from the Sioux Falls location to the RPCYSDCOK01 CLLI code. Rose had stated that the K02 facility was full and they wanted us to put it to the K02 facility. It was our understanding from Rose that it would enter the COLLO here and then be routed to Sioux Falls because the deficiency was on the part of US West and not on our side.

September 16, 1999

2:00 p.m.

Attending: Harold McDonnell Roberta
Jim Feehan Dave Chapline
Bruce Rook
Linette Zabolotny
Donna Heiden

Roberta Lewis verified that Linette had entered the two PON's for a new Muxed T1 and a disconnect on the current muxed T1 that ended in Rapid City rather than continuing onto Sioux Falls. Linette verified that the PON number 19990915911 was issued for the disconnect of the muxed T1 and PON number 19990915201 was issued to order a new muxed T1 to Sioux Falls. Roberta stated she would watch and make sure the PON's were in order and received at their end.

Harold asked Roberta the status on our outstanding PON's and F.O.C. dates to see if the outstanding dates of November could/would be bettered and what the best possible date would be. Roberta stated that it should go into RID (Received in Design) by that date. Then possibly a better date could be achieved. US WEST stated that they are building 80 T1's into the switch for the October 14, 1999 date. We (BHFC) were the 49th in line waiting for service from them, (US WEST). (Not sure where all the traffic came from all of a sudden or what had happened to cause that much of a delay.)

Harold then asked Roberta if she knew where Dave Chapline was and she said she knew he had mentioned he wanted to be in on the call and did not know where he was. We asked Roberta to hold and we would try and reach him. We dialed Dave's number and reached his voice mail and left a message and asked if he could join us as soon as possible.

We returned to the conference call. Roberta asked us if we had anything else for her and if not she would leave us until next week. By next week she would have status on our muxed T1 and if we had any further questions she would be able to help us. She also said that she may not be working with us in the future as they were making some changes in the departments. That was a FYI to us to let us know there may be some future changes. Roberta left the conference call and we waited for Dave to join the call.

Dave joined the call at 2:20 p.m. and said he had been tied up in another conference call and had forgotten all about the time and our conference call. He asked if we had found out about the training schedule and if we were okay with what they had setup for us. Dave said they are trying very hard to accommodate us and although we can not see what is going on, they are working very hard for us.

Dave said he had heard from his superiors and we need to realize how hard he is working for us. Harold verified that next week, the 21st and 22nd of September, we would be training with Diane Highland and Teresa Stewart on the IMA (Interconnect Mechanized Access). Then on the 5TH of October Darlene would be coming to train us on LSR (Local Service Requests), Unbundled Loop Ordering, And Resale and LNP (Local Number Portability). Toward the end of September, around the 27th, Keith Frasier would be setting up a time to train us on ASRs (Access Service Request). The conference call ended with the setting up of next week's conference call on Wednesday, at 2 p.m.

September 17, 1999
11:15 a.m.

Attending: Bruce Rook Fred with US West

Fred with US West called to let us know that our PON 19990819303 had fallen into a "giant black hole." Fred said what this means is that US West has no funding to update the US West switch in Rapid City to accommodate our order. Fred stated that the order went to funding and they will decide whether or not they want to spend the money to update their switch. When questioned as to what kind of a time frame we were looking at Fred said they had another order in the same situation that had been there for one year. Fred then stated that our other orders could have the same thing happen to them.

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OCT 04 1999

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Craft Fridkin & Rhyne, L.L.C.

ATTORNEYS AT LAW

1100 ONE MAIN PLAZA

4435 MAIN STREET

Kansas City, Missouri 64111

TO:

Magalie Roman Salas, Commission Secretary

Federal Communications Commission

445 12th Street, S.W.

Room TW B204

Washington, D.C. 20554